



# ONWARD AND UPWARD

Quarterly Progress Report  
First Quarter FY 2013



# MISSION STATEMENT

**Animal Care Services' mission is to encourage responsible pet ownership by promoting and protecting the health, safety, and welfare of the residents and animals of Bexar County through education, enforcement, and community partnership.**



## **Eskimo Kisses for a Texas Dog**

Shemar and his mom were visiting from Alaska and decided to adopt Bailey during a special onsite adoption event weekend. Bailey has fit in nicely up in the frozen tundra of Alaska.

Mom says Bailey loves the outdoors and really enjoys the snow. We are so excited that this San Antonio sweetheart found such a wonderful family and is having such great experiences in Alaska.



# TABLE OF CONTENTS



## PAGES

3	THE DIRECTOR'S DESK
4	KEY INITIATIVES – UPDATE
7	ENFORCEMENT INDICATORS
9	CONTROL INDICATORS
10	LIVE RELEASE INDICATORS
12	FISCAL REPORT
12	HAPPY TAILS!



# THE DIRECTOR'S DESK



After closing 2012 on a strong note with a historic Live Release rate of 61%, we've completed the first quarter of the FY 2013 with great success stories, while continuing to break records, and establish precedence along the way. The changes implemented in the 2012 Strategic Plan highlighting three (3) core objectives—1) Enhanced Enforcement; 2) Controlling the Stray Population; and 3) Increasing the Live Release rate—have not only saved thousands of animals in our care, but have also provided a benchmark model for other cities and communities to follow. FY 2013 is showing further success in the Live Release rate; for the first quarter we've reached 73%—the highest Live Release rate in the 60 year history of ACS.

Further highlighting the department's successes, ACS was selected as the Grand Prize Winner in the ASPCA Rachael Ray \$100K Challenge for having the highest number of animals adopted from August-October 2012 in comparison to the same timeframe the previous year. Over 4,000 animals were saved during the 3-month period. ACS is the first municipal shelter to win this momentous award!

What's made our Live Release rate even more remarkable is the fact that we continue to see an increase in the number of animals that come through ACS. In the first quarter of FY 2013, nearly 7,500 animals were impounded;

20% more than our target. The department's Enforcement Team is committed to resolving the problems of strays, loose pets, and animal violations in our community and our statistics illustrate our dedication to addressing these issues.

ACS Cruelty Investigators, part of the Enforcement Team, continue to establish precedence, and as a result a San Antonio resident pleaded guilty in November to a charge of felony cruelty to animals, that stemmed from a horrific killing of a dog in June of 2010. The offender found and took home a stray beagle-type dog in his backpack, bound its legs and muzzle with rubber bands and drowned it in a bathtub. He was sentenced to a minimum of 9 months and a maximum of 18 months in State Jail. To gain the conviction, the department's cruelty team, specialists, and staff Veterinarian applied a number of cutting edge forensic techniques learned in various training programs, demonstrating their determination and commitment to bringing animal abusers to justice in our community.

As a municipal shelter, it has been a remarkable first quarter filled with many successes, but our work is far from done. With a renewed commitment from the City, our partners, and through the revision of some of our strategies, the goal in FY 2013 is to maintain, and improve, the department's 70% Live Release rate. To support this initiative, the City has increased the department's funding for FY 2013, and we are very grateful for this additional funding.

With this support from the City, we are able continue funding of the High Volume Pet Placement (HVPP) program and Rescue Partner Incentive Program (RPIP); increase spay/neuter surgeries; and will be expanding our kennel capacity through the 2013 Capital Bond Program. In addition, the new Brackenridge adoption facility broke ground in October 2012 and is scheduled to open in October 2013, which will further increase our capacity, Live Release rate, and visibility within the community.

We are confident that our success will continue thanks to the support of ACS staff, volunteers, ACS Advisory Board members, community partners, and the public. Together, we are moving onward and upward.

Thank you,

*Kathy Davis*



# KEY INITIATIVES - UPDATE

## ACS Wins ASPCA Rachael Ray \$100K Challenge

In a competition with 50 animal shelters from across the country, the ASPCA Rachael Ray \$100K Challenge rewards the shelter with the highest number of animals saved beyond a baseline from the same period the year before. This year Animal Care Services (ACS) took first place—winning the \$100,000 grand prize.

From August through October 2012, ACS adopted out or reunited 4,054 cats and dogs; that's an increase of 1,384 lives saved over the same period the year before.

ACS Director, Kathy Davis, who accepted the grand prize check from ASPCA Vice President Bert Troughton, credits the hard work and dedication of ACS staff, volunteers, fosters, rescue partners, and the public for making this challenge successful. The challenge grand prize money will be used to grow the department's existing Foster Program by providing needed funds to assist with preventative and emergency medical care.



## ACS Breaks Ground on New Adoption Facility

On October 3, 2012, ACS broke ground on the Brackenridge Adoption Facility, formally called the Paul Jolly Center for Animal Adoptions. City leaders, PetCo Corporate members, ACS Advisory Board members, Rescue Partner representatives, staff members, and canine ambassadors were on-hand to break ground for the adoption facility located on Tuleta Drive near Brackenridge Park.

The 2,300 square foot facility will include an adoption space for at least 50 dogs and 30 cats. An onsite pet sterilization clinic will provide spay/neuter options for the public as well as the center's adoption-ready pets. The campus will also include an open air pavilion for community events. The addition of this facility will benefit ACS through increased kennel capacity, visibility within the community, and an increase in the department's Live Release rate.





## Brooks Kitten Ward

In an effort to further increase the City's Live Release rate, ACS established a kitten ward at the Southside Auxiliary Shelter (Brooks). This type of specialty ward allows for the proper humane housing of kittens separate from adult cats.

The Brooks Kitten Ward gives young kittens the opportunity to grow and interact with other kittens until they are large enough and old enough to be sterilized and adopted. Kittens generally spend between two and four weeks in the ward, dependent on the specific needs of the kitten.



## Pet Pantry



Established in April 2012, the ACS Pet Pantry provides donated pet food to residents on government assistance, those who may have fallen on hard times or those who otherwise may have had to surrender their pet to ACS.

Since its inception, ACS has served 90 families and has given out 7,500 pounds of dog food and 1,400 pounds of cat food. During the First Quarter of FY 2013, the ACS Pet Pantry has given out 2,500 pounds of dog food and 400 pounds of cat food to families needing assistance with their owned animals.

Residents needing the assistance of the ACS Pet Pantry can visit the ACS Annex Building Monday-Saturday from 11:00am—5:00pm. Residents are asked to bring their drivers license or ID and any paperwork for their pet showing proof of rabies and/or sterilization surgery.

## Media

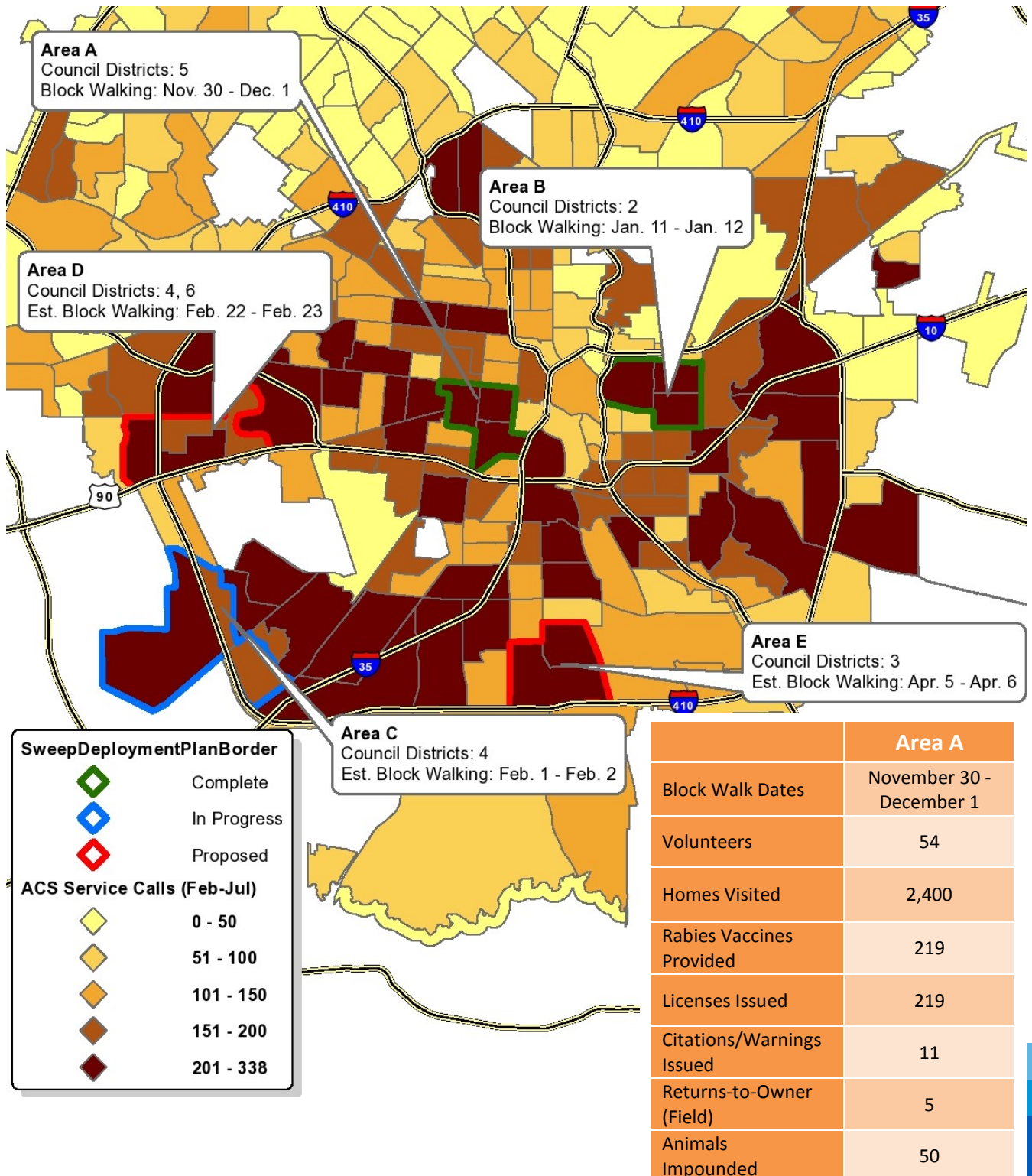
Animal Care Services' media awareness efforts continue to be successful and coverage on the shelter's live release success has been highlighted in the first quarter of the fiscal year. A prime example saw more than 350 national media "hits" or stories concerning the shelter's win of the ASPCA Rachael Ray \$100K Challenge. Local media coverage was also comprehensive throughout the contest period and the department was able to leverage the exposure to include additional stories on the importance of shelter adoptions, No Kill, and fostering.



Those positive stories have not been limited to the department's partnership with the ASPCA. Animal Care Services has begun work with the Humane Society of the United States (HSUS) on a feature in their monthly magazine that will be seen by tens of thousands of people throughout the world. In total, the department has logged more than 450 media interactions over the course of the first quarter of FY 2013—including "Santa Paws" who visited ACS in December.

# Comprehensive Neighborhood Sweeps Initiative

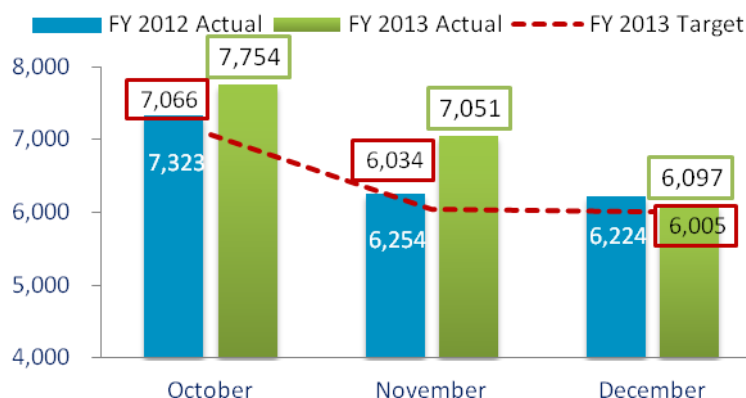
In October 2011, the Comprehensive Neighborhood Sweeps Initiative (CNSI) was implemented to educate the public regarding responsible pet ownership and to reduce the number of stray and roaming animals in high concentration 3-1-1 call areas. Target areas were identified as those with the highest call-for-service requests and bite cases. Due to the overwhelming success of the FY 2012 CNSI campaign, ACS continued to the program in FY 2013. The strategy is comparable to the FY 2012 strategy, but with a focus on issuing warnings and citations to repeat offenders. For the first quarter, CNSI has covered one (1) target area (Area A). The second quarter will bring the completion of three (3) additional target areas (Areas B, C, & D). Below is a summary of results for the first target area completed.



# ENFORCEMENT INDICATORS

Animal Care Services' (ACS) first strategic priority is to enhance the department's enforcement efforts. The department is responsible for protecting the health and safety of citizens and their pets in San Antonio and unincorporated portions of Bexar County. During the first quarter of FY 2013, the department received 20,902 call-for-service requests, impounded 7,425 animals, and issued 1,843 citations and warnings.

## Call-for-Service Requests

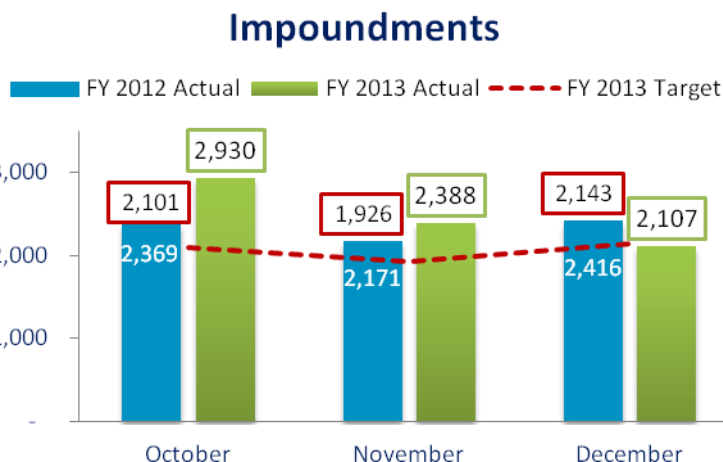


## Call-for-Service Requests

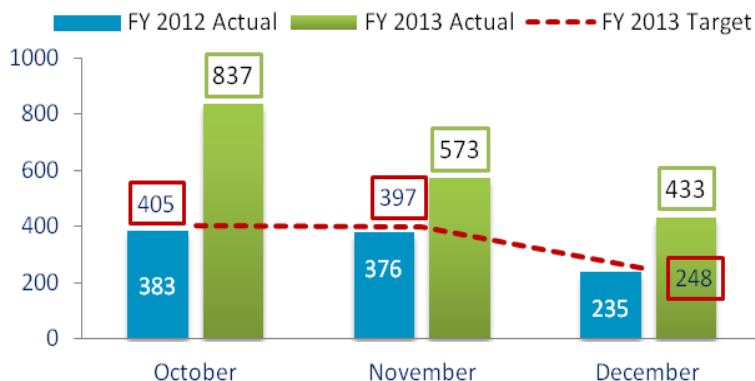
This measurement compares the total call-for-service requests received in the first quarter of FY 2013 to those received in FY 2012. This measurement also includes the FY 2013 monthly target amount.

## Impoundments

This measurement provides the total number of animals impounded at ACS. This measurement includes field and over-the-counter intake as well as those animals impounded and returned-to-owner while in the field. The department's Year to Date (YTD) actual is 7,425, which is 20% (1,253) higher than the YTD target of 6,171 animals.



## Citations and Warnings



## Citations and Warnings

This measurement lists the total number of citations and warnings issued to those in violation. Examples of violations include: no licensing and/or rabies vaccinations, animal bite, and running free of restraint. The department's YTD actual is 1,843, which is 76% (793) higher than the YTD target of 1,050 citations and warnings.



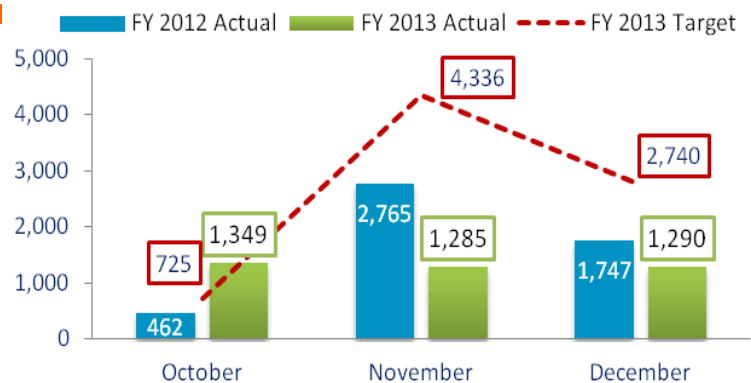
# ENFORCEMENT INDICATORS

Additional measurements used to evaluate ACS' first strategic priority of enhanced enforcement include the number of city licenses issued, the number of dogs designated as aggressive/dangerous and the number of cruelty cases filed with the District Attorney's Office. The last two measurements are included to show that ACS takes enhanced enforcement important and will take steps to ensure public safety as well as ensure laws are being followed. During the first quarter of FY 2013, the department issued 3,924 city licenses, designated 9 dogs as aggressive/dangerous, and filed 13 animal cruelty cases.

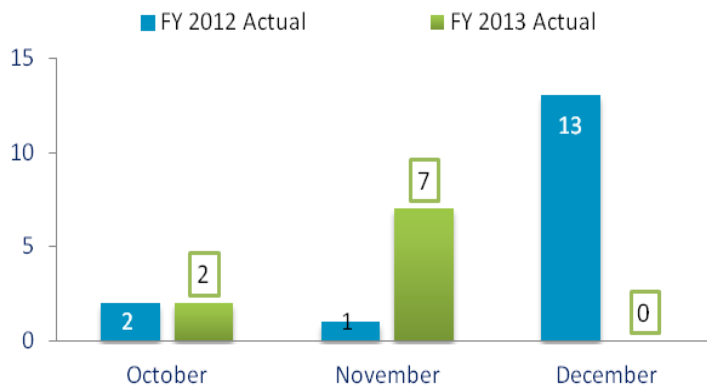
## Licenses Issued

This measurement shows the total number of licenses issued by ACS during the first quarter of FY 2013. This includes licenses purchased at ACS as well as any free offsite licensing events. The department's YTD actual is 3,924, which is 49% (3,977) less than the YTD target of 7,801 licenses.

## Licenses Issued



## Aggressive/Dangerous Dog



## Aggressive/Dangerous Dog Designations

This measurement provides the total number of animals designated as aggressive or dangerous.

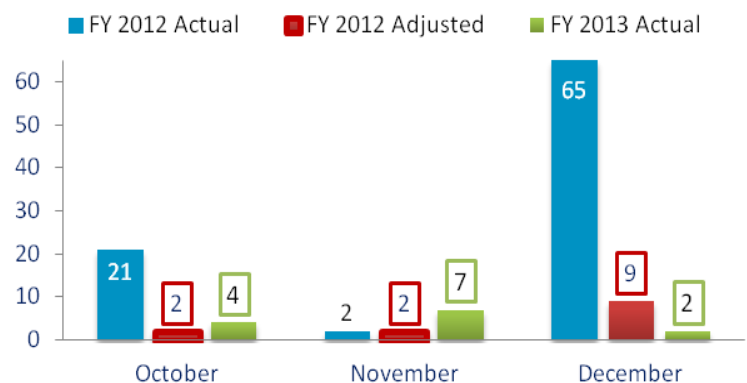
\*This measurement does not include investigations, but rather actual designations only. There are no targets established. This measurement is for information purposes only.

## Cruelty Cases

This measurement provides the total number of cases of animal cruelty against an offender filed with the District Attorney's office.

\*As of September 2012, the District Attorney's office has changed the procedure for our department in regards to filing cases. In previous years, one case could be submitted per animal. For example, if a defendant had 10 neglected dogs they would be charged with 10 cases of animal cruelty. With the new process, one case is submitted per *offense*, with the District Attorney's office determining how many counts to charge the offender with. By the current method, 1<sup>st</sup> Quarter FY 2012 numbers would equate to 13 cases, matching 1<sup>st</sup> Quarter FY 2013 numbers. There are no targets established. This measurement is for information purposes only.

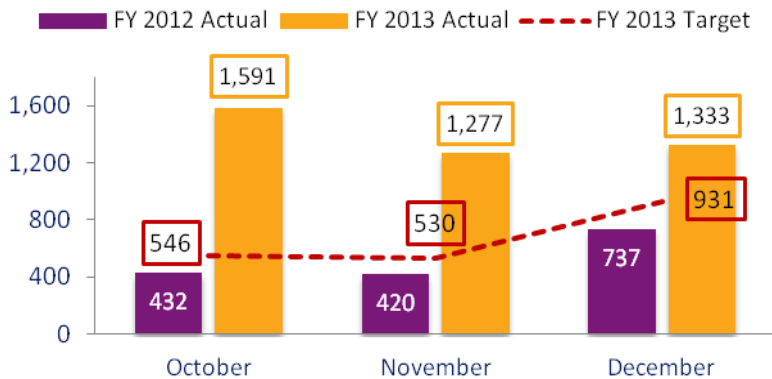
## Cruelty Cases



# CONTROL INDICATORS

Animal Care Services' (ACS) second strategic priority is to improve the control of the stray animal population. Through continued efforts such as increased spay/neuter surgeries, the Comprehensive Neighborhood Sweeps Initiative (CNSI), and improved licensing, the City should see a reduction in roaming animals as well as lower animal intake. During the first quarter of FY 2013, ACS completed 4,201 in-house surgeries. Our rescue partners added to that number by performing 1,479 surgeries funded by ACS. Furthermore, 9,299 deceased animals were picked up by the Solid Waste Management Department.

## Surgeries (ACS)



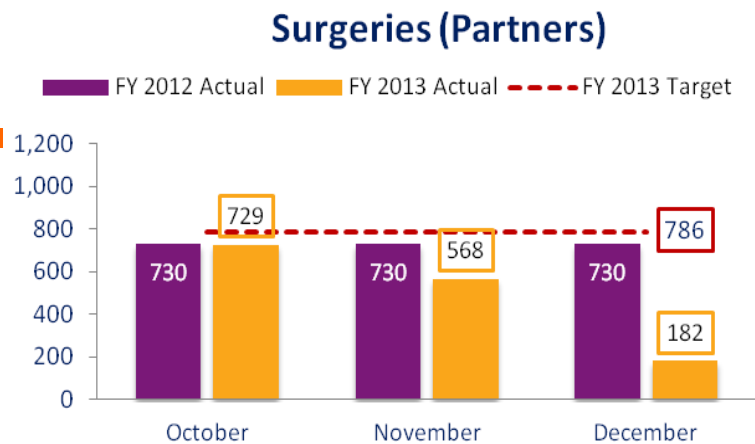
## Spay & Neuter Surgeries (ACS)

This measurement provides a comparison of the total number of spay/neuter surgeries performed at ACS for the first quarter of FY 2013 to the same time period of FY 2012. The department's YTD actual is 4,201, which is 109% (2,194) more than the YTD target of 2,007 surgeries.

## Spay & Neuter Surgeries (Partners)

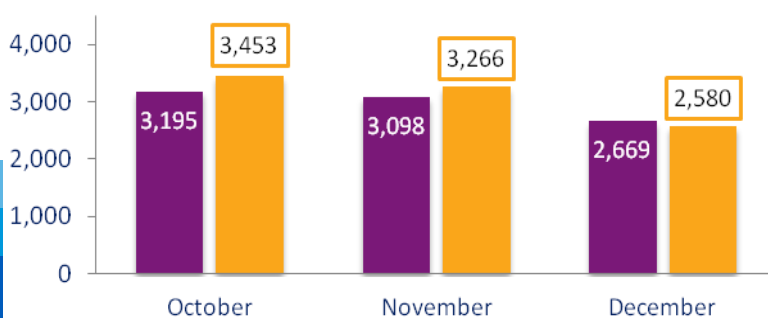
This measurement lists the total number of free spay/neuter surgeries funded by ACS and performed by our spay/neuter partners. The department's YTD actual is 1,479, which is 37% (879) less than the YTD target of 2,358 surgeries.

\*This measurement does not accurately portray all of December's partner surgery numbers, as not all accounting invoices have been received. January 2013 (2nd Quarter Report) will reflect remainder of December surgeries.



## Deceased Animal Pick-Up

■ FY 2012 Actual ■ FY 2013 Actual



## Deceased Animal Pick-Up

This measurement provides the number of deceased animals picked up by the City's Solid Waste Management Department. This measurement signifies a high number of roaming stray animals.

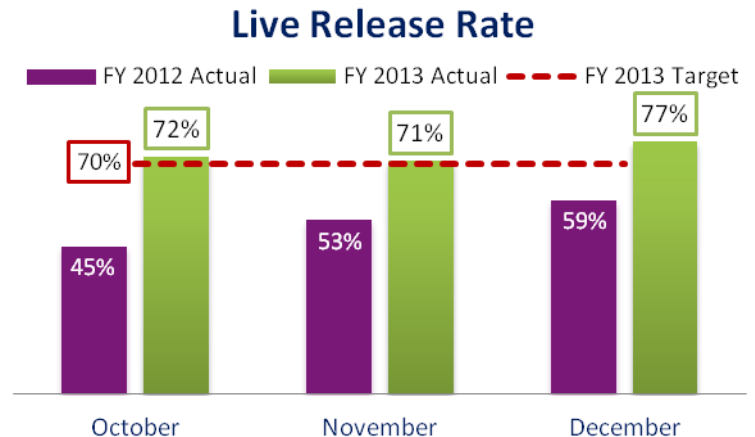
\*This measurement does not include established targets. This measurement is for information purposes only.

# LIVE RELEASE INDICATORS

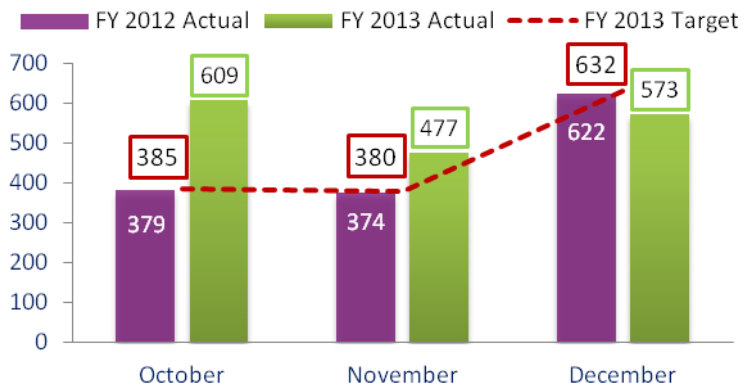
Animal Care Services' (ACS) third strategic priority is to increase its "Live Release" rate. Live Release rates are calculated as the percentage of Adoptions + Rescues + Return-to-Owners (RTOs) + Trap-Neuter>Returns (TNRs) out of the total number of dogs and cats impounded. In FY 2012, ACS achieved a 61% live release rate, the highest in the department's 60-year history. However, the 1st Quarter of FY 2013 is setting new precedence—with a 73% Live Release rate.

## Live Release Rate

This measurement compares FY 2013 Live Release rate to FY 2012 actual and FY 2013 target. Outcome rates include the total Adoption, Rescue, Return-to-Owner (RTO), and Trap-Neuter-Return (TNR) statistics. The department's 1st Quarter Live Release rate is 73%, which is 3% higher than the FY 2013 target.



## Adoptions

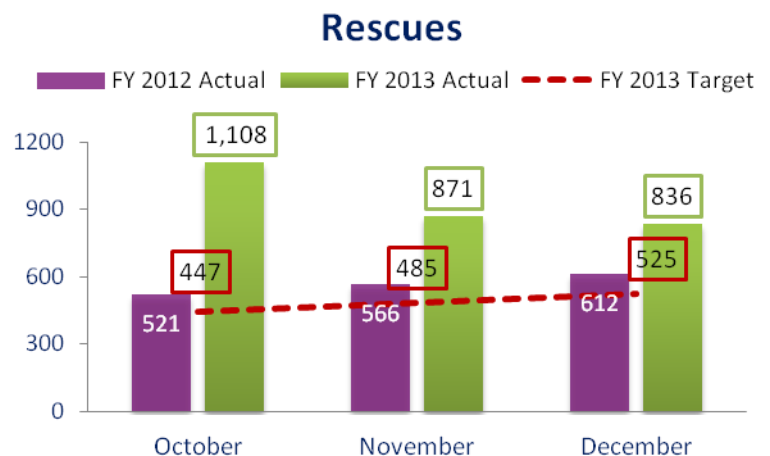


## Adoptions

This measurement lists the total number of animals adopted at ACS during the first quarter of FY 2013. The department's YTD actual is 1,659 which is 19% (263) higher than the YTD target of 1,396 adoptions.

## Rescues

This measurement lists the total number of animals transferred to ACS rescue partners in the first quarter. Approved ACS rescue partners are individuals/organizations who assist in finding new homes for animals from ACS. The department's YTD actual is 2,815, which is 93% (1,359) higher than the YTD target of 1,456 rescued animals.

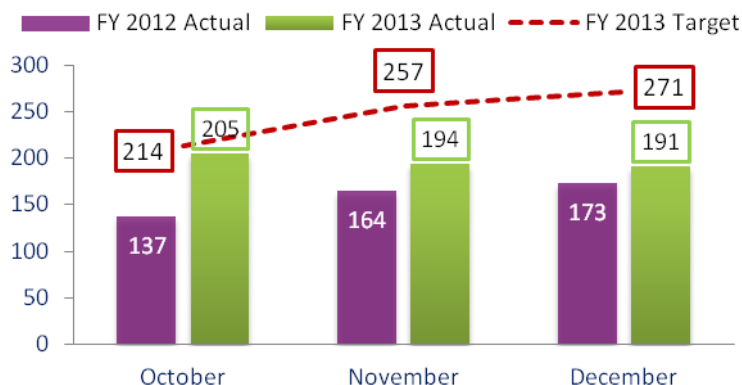




# LIVE RELEASE INDICATORS

Additional measurements used to evaluate ACS' third strategic priority of increasing its Live Release rate include Return-to-Owner (RTO), Trap-Neuter-Return (TNR), and Fosters. 590 animals were returned to their owner (RTO) and 391 cats were placed in the Trap-Neuter-Return (TNR) program. 401 animals entered in the ACS Foster Program, alleviating shelter capacity and allowing ACS to humanely care for more animals.

## Return-to-Owner's (RTO's)



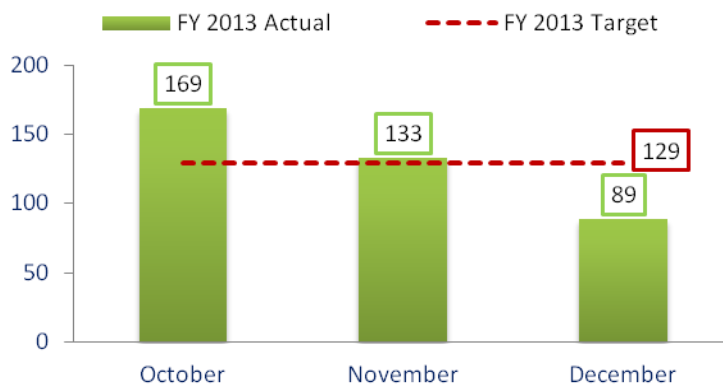
## Return-to-Owner's (RTO's)

This measurement compares the total number of animals that were returned to their owner (RTO). This measurement includes animals returned-to-owner at ACS as well as impounded and returned-to-owner in the field. The department's YTD actual is 590 RTO's, which is 20% (152) less than the YTD target of 742 RTO's.

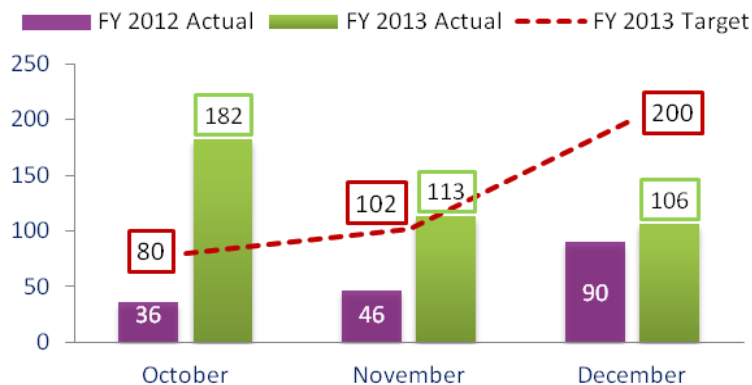
## Trap-Neuter-Return's (TNR's)

This measurement compares the total number of cats that have entered into the Trap-Neuter-Return (TNR) program through ACS or through a grant with Best Friends Animal Society. The department's YTD actual is 391, which is 3 cats higher than the YTD target of 388 cats.

## Trap-Neuter-Return's (TNR's)



## Fosters



## Fosters

This measurement compares the total number of animals entering into the ACS Foster Program. The department's YTD actual is 401, which is 5% (19) more than the YTD target of 382 fostered animals.

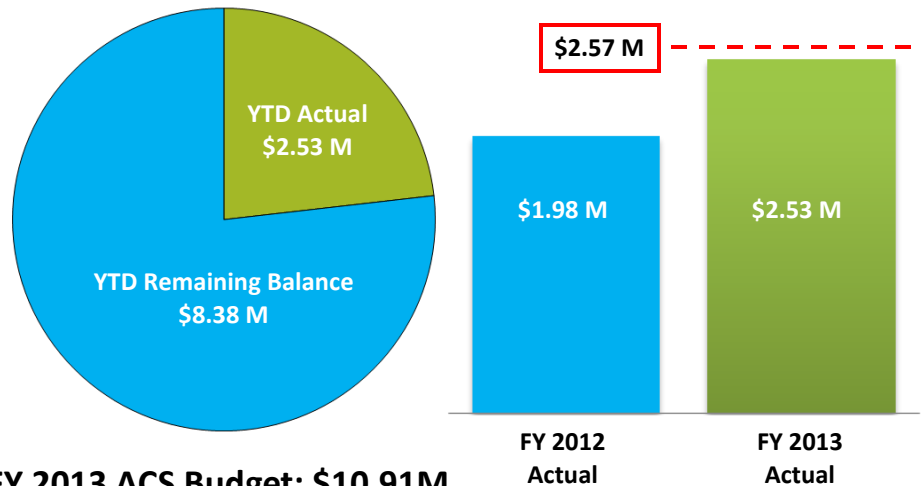
\*This measurement does not affect the Live Release rate as animals in foster are still under ACS' care. This measurement is for information purposes only.

# FISCAL REPORT

In FY 2013, the Annual Budget for ACS totals \$10.91 million, an increase of \$1.5 million from the FY 2012 Adopted Budget. ACS also increased personnel from 129 positions in FY 2012 to 137 positions in FY 2013.

The first quarter FY 2013 actuals show the department slightly under budget. From October through December, ACS has spent \$2.53 million which is \$40,000 less than the department's planned amount (\$2.57 M). However, with higher than planned animal intake, live release outcomes and corresponding spay/neuter surgeries, the department anticipates ending the Fiscal Year over budget. To help offset this forecasted overage, ACS is currently looking for additional funding opportunities to help offset including, but not limited to, grants and in-kind donations.

## FY 2013 Budget Summary



**FY 2013 ACS Budget: \$10.91M**

## It's a Family Affair!

Nancy came to ACS in October and adopted Elvis (middle). She had such a great experience that when her father-in-law was looking for a dog, she sent him to ACS where he adopted Tinkerbelle in November. Word spread through the family that ACS was a great place to adopt a pet so Nancy's aunt Jeanne came in December and found her kitten, Casper. They all came together for an ACS family portrait at Christmas time.



## Finding a FURever Friend!

The Lefkowitz family decided that all they really wanted for Hannukah in December was a new dog and they found the perfect one at ACS. The family wanted Angel home for the first day of Hannukah celebrations, but she couldn't get spayed in time so they did the next best thing—they brought Hannukah to Angel. The whole family showed up and decorated her kennel and brought Hannukah gifts for this gorgeous lady. Angel was able to go home the next day so she could spend the rest of the holidays—and the rest of her life – with her new family.





**4710 State Highway 151  
San Antonio, Texas 78227  
(210) 207-4PET  
<http://www.saacs.net>**